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100 → 110 → 135 → 130 → 138 → 140 → 150

Interaction Center

Caroline Spice
BR Electronics

Answer Hold Dial Warm Transfer Blind Transfer Conference

Time Magazine Call List
Ready 1:10 min

☒ Ready ☐ Wrap Up ☐ Not Ready

Gold Customer

Scripts - Verify Customer Information

Script Details

Objections

Hello, I am calling from Bargain Books and we specialize in bringing you super-low prices on bargain books with FREE USPS shipping, no per-book charge and a FREE book with orders. We are currently checking our customer list to mail out our new Christmas Catalog.

Do you have a few minutes at this time?

Yes No

Overview English Campaign News Script Feedback

- Greeting
 - ▶ Hello, I am calling from Bargain Books...
- Rescheduling
- Identify Customer
- Update Customer Information
- Good Bye!
- Objections

Call Log

Result Successful View Log

Reschedule 9/25/01 1:30pm

Notes

Done

Phone Queue #4 - 3 callers

FIG. 1A

120

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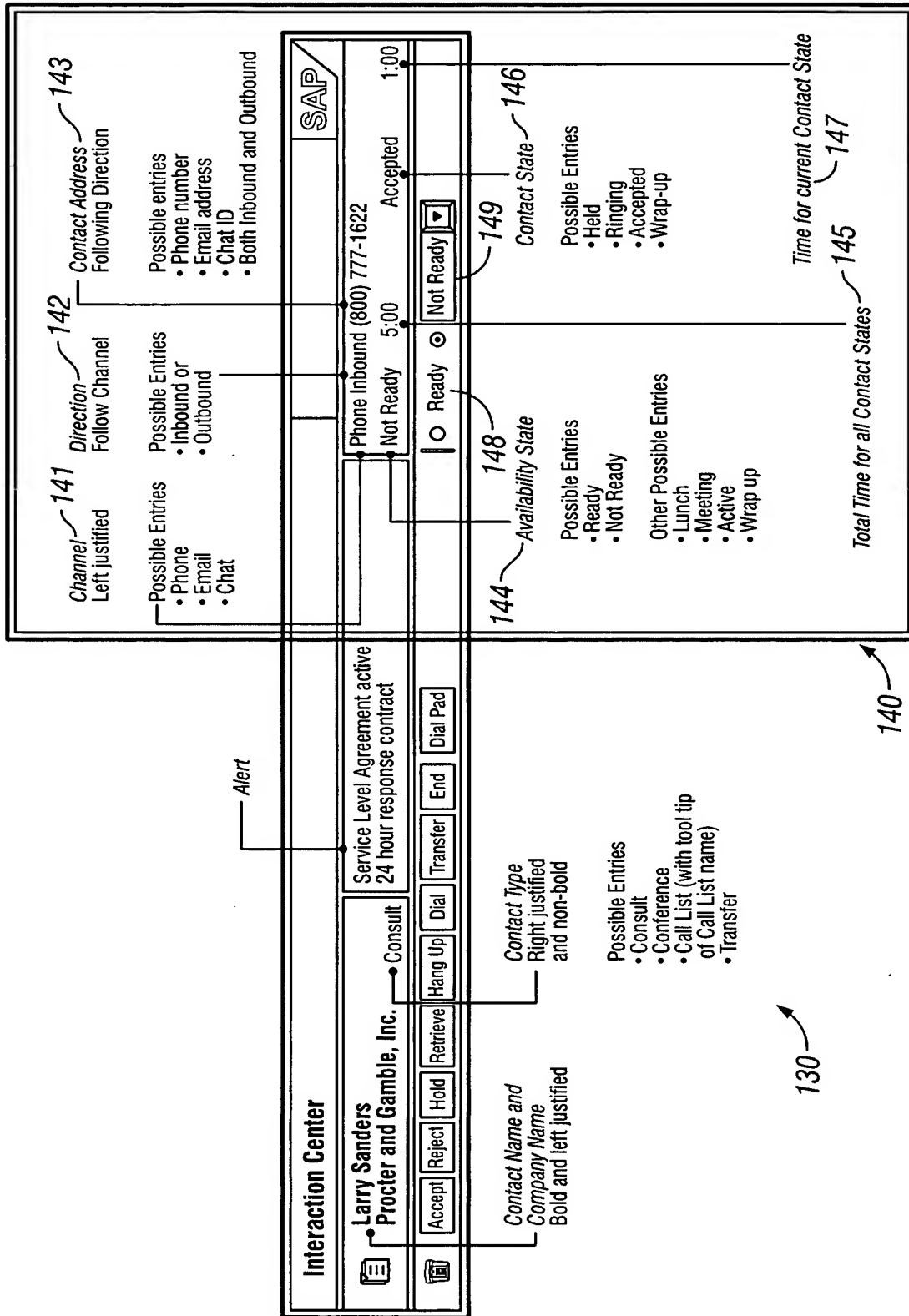


FIG. 1B

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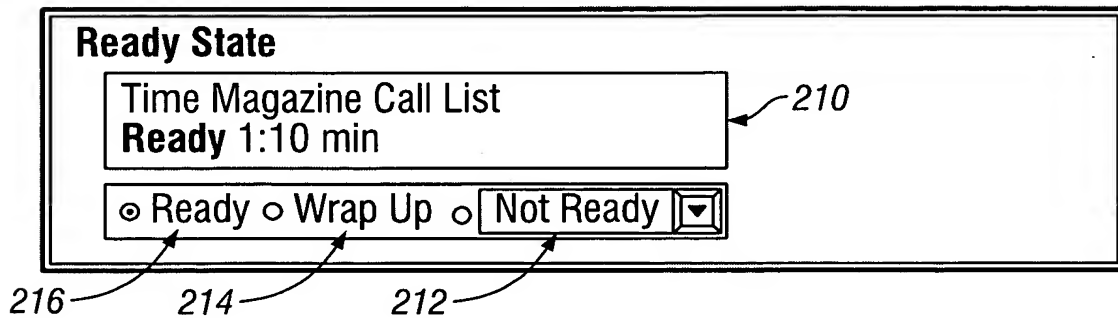


FIG. 2A

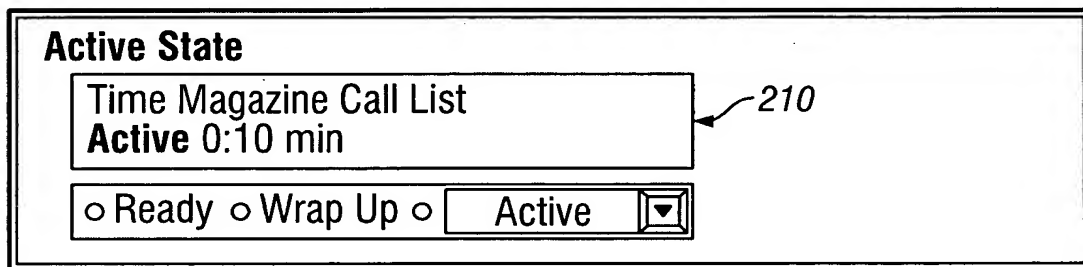


FIG. 2B

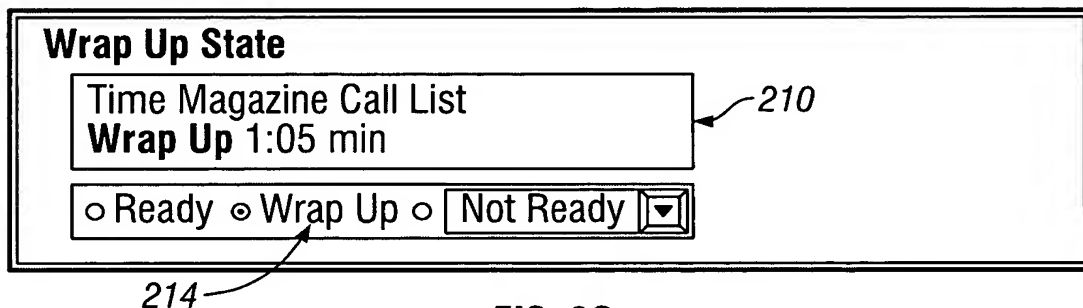


FIG. 2C

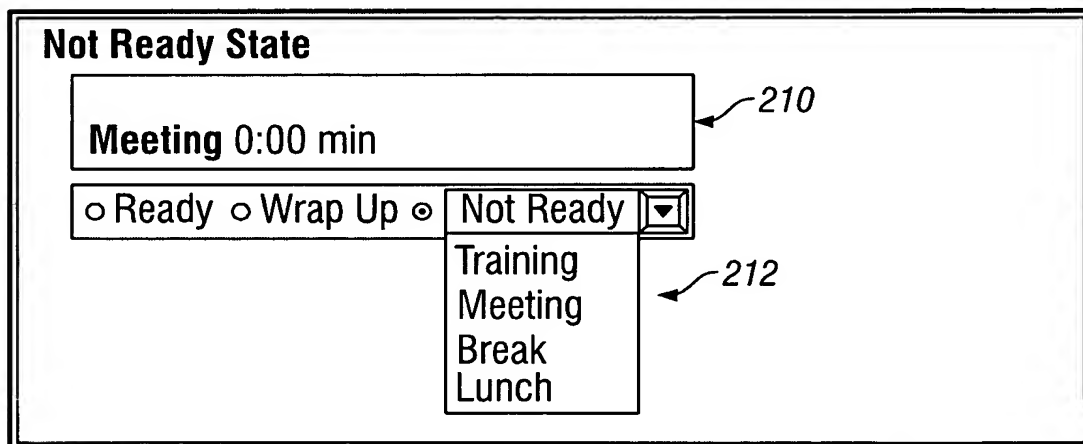


FIG. 2D

• Active contacts: 1 Chat and 1 Phone

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320

330

310

340

Interaction Center WebClient		SAP	
<div>+2323988</div>	<div>Phone Inbound Connected 0:42/0:43 Phone 1 Chat 1</div>	<div>+15550001</div>	<div>Not Ready</div>
<div>Accept</div>	<div>Reject</div>	<div>Hold</div>	<div>Retrieve</div>
<div>Hang Up</div>	<div>Blind Transfer</div>	<div>Consult</div>	<div>Warm Transfer</div>
<div>Conference</div>	<div>Toggle</div>	<div>End</div>	<div>Dial Pad</div>
<div>Ready</div>	<div>Ready</div>	<div>Ready</div>	<div>Ready</div>

FIG. 3

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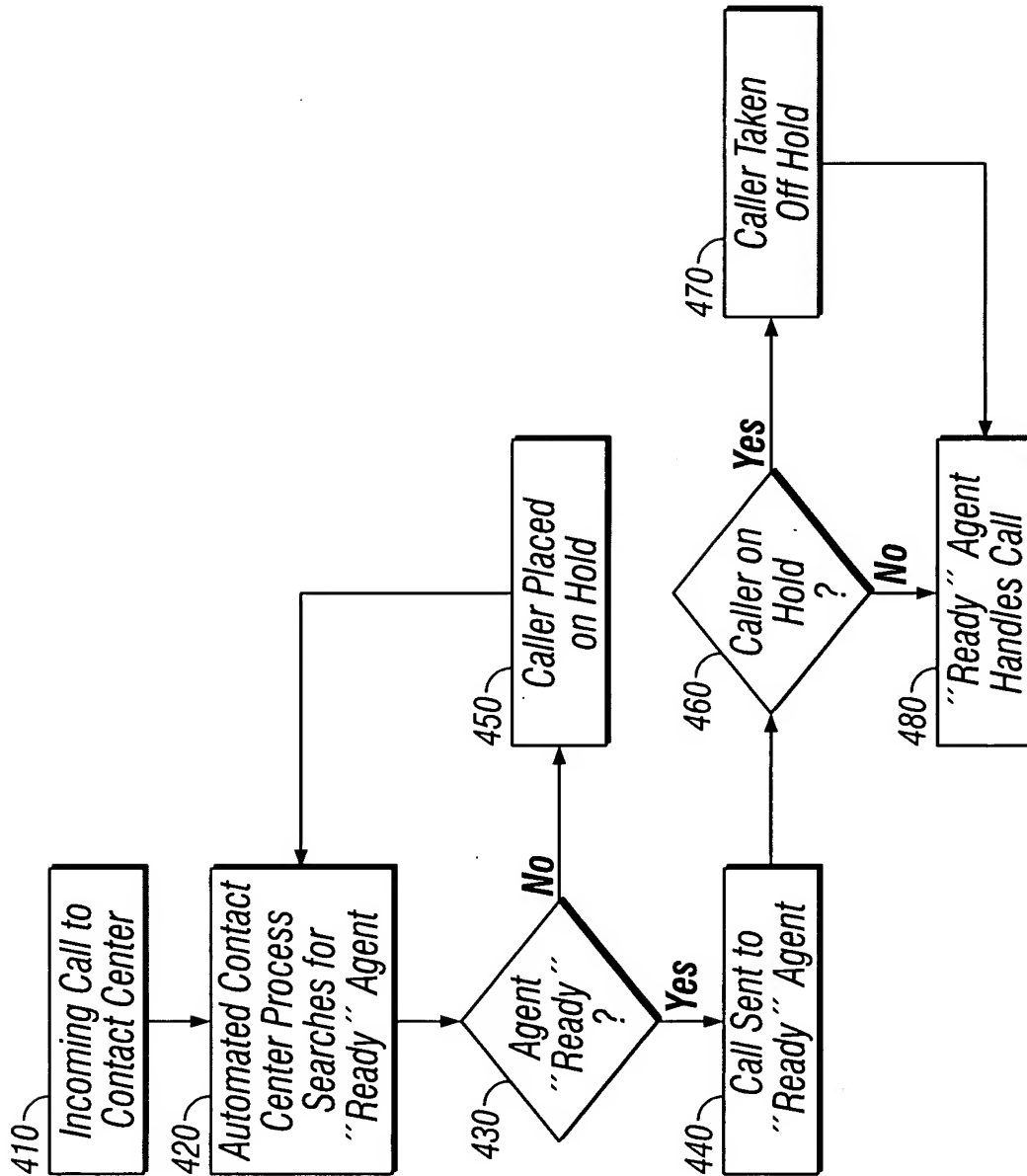


FIG. 4

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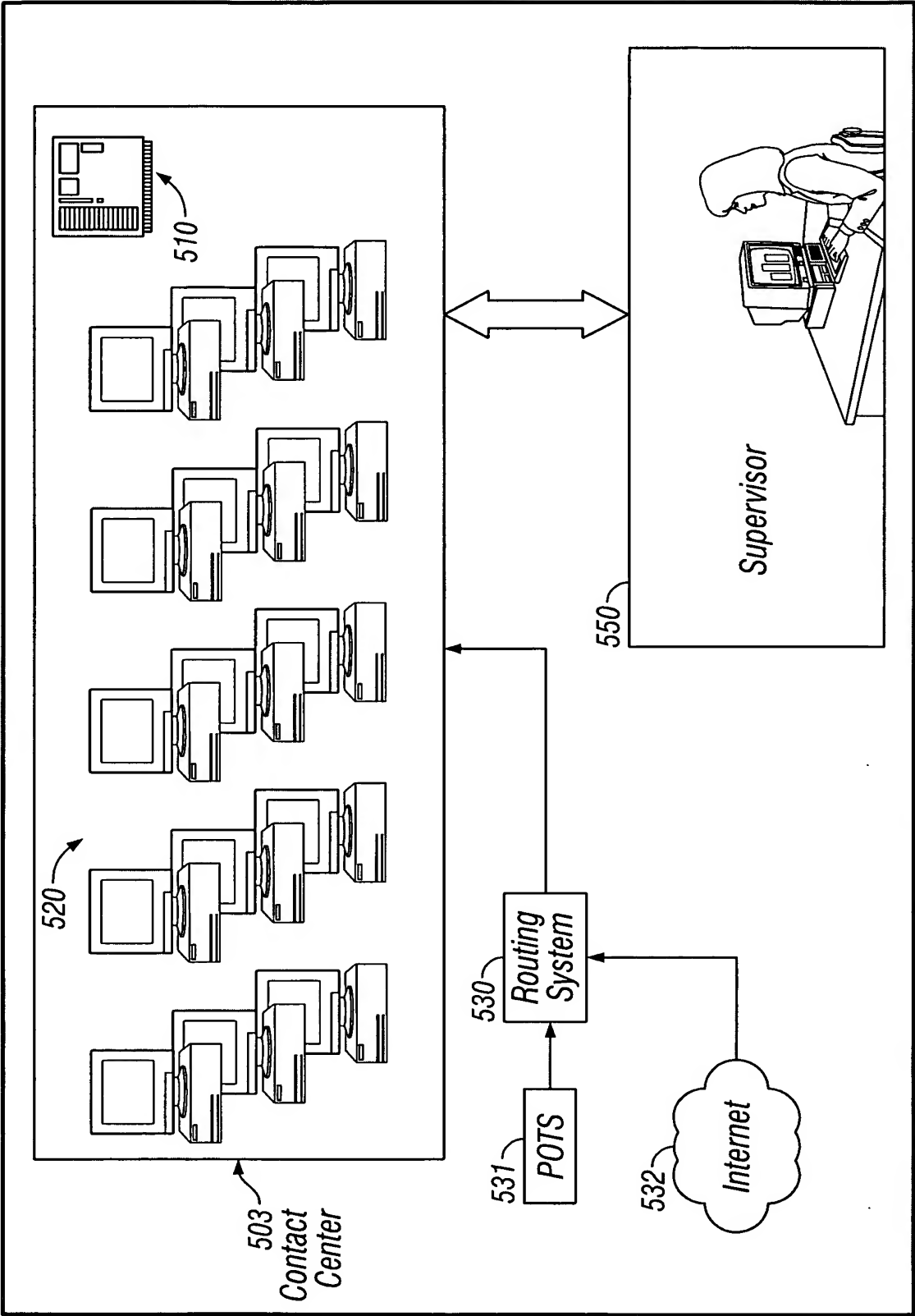


FIG. 5